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OFFICE OF TELECOMMUNICATIONS
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Public Service Commission

June 29, 2017

The Honorable Marlene Dortch
Federal Communications Commission
445 12th Street, S.W.
Washington, D.C. 20554

Re: CG Docket No. 03-123, Florida TRS Complaint Summary

Dear Ms. Dortch:

In accordance with the Public Notice (DA 17-565) issued June 8, 2017, attached is a copy of Florida's relay complaint log summary for the period of June 1, 2016 through May 31, 2017. Florida received eight complaints about the various types of services including CapTel.

If you have any questions, please contact me at (850) 413-6924 or cjwillia@psc.state.fl.

Sincerely,

/ s /

Curtis J. Williams
Regulatory Analyst

Attachment

CJW/jp

cc: Robert McConnell, FCC Consumer & Governmental Affairs Bureau
Office of General Counsel (Page)
Office of Telecommunications (Fogleman, Salak)

Florida FCC 2016 – 2017 Complaint Log

Complaints Made To Sprint

Complaint Tracking for FL (6/1/16 - 5/31/17). Total Customer Complaints: 8

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
1	08/10/16	Customer reported inaccurate captions on the CapTel 840 and provided specific call detail.	08/11/16	Sprint's investigation found audio difficulties logged on the call. Sprint informed the customer of the findings. Sprint suggested to the customer to press captions off and on again at any time during a call to establish a new Operator connection while remaining connected to the other party.
2	08/19/16	The customer reported that after the call ended and the other party disconnected, she asked the Operator if the other party appeared to be comfortable using relay service. The Operator responded that the call disconnected so she could not answer the question. Customer was insulted by the response.	08/19/16	Supervisor coached the Operator on customer relations practices.
3	12/31/16	Customer reported getting hung up on while using the CapTel 800.	01/04/17	Investigation revealed that the call was disconnected after call center personnel sent a message to hang up and try the call again.
4	01/17/17	Customer reported that no Operators were available.	01/17/17	Sprint acknowledged that it experienced additional call volumes during this time. Sprint explained that it continues to monitor answer time and will make adjustments as needed.
5	01/24/17	Customer stated that her call started with one Operator and ended with a different Operator. The customer was not informed that there would be a switch.	01/24/17	Supervisor met with the Operators and coached them to always announce an Operator change.
6	04/11/17	Customer states that while on hold for Speech-to-Speech there is a recording that plays then silent for about a minute, then rings, recording plays, and goes silent again. Customer stated that he has reported this several times and Sprint has not gotten back with him.	04/11/17	Sprint IT Team is working on several solutions to the problem. Sprint is keeping the customer updated on the progress.

No.	Date of Complaint	Nature of Complaint	Date of Resolution	Explanation of Resolution
7	04/12/17	Customer reported that the Operator did not complete the transfer to Speech-to-Speech per the customer's request.	04/12/17	Customer was connected to a Speech-to-Speech Operator and it was determined that the customer did not have a speech disability.
8	04/24/17	Operator did not follow customer's request to block the customer's ID. Also, the Operator did not ask for the specific department as instructed by the customer.	04/24/17	The quality supervisor coached the Operator on the proper call procedures for blocking a number and specific call request procedures.

Complaints Made To Florida Public Service Commission

Complaint Tracking for FL (6/1/16 - 5/31/17). Total Customer Complaints: 0